

Customer Service Report for ALW



for Friday, September 1, 2006 to Saturday, September 30, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Deactivate/Close	0	0	0	4	0	0	0	4	0	0	4
Edit Account	0	0	0	22	0	0	0	0	0	22	0
Register/Open	0	0	0	1	0	0	0	1	0	0	5
Web Site Issue (non-CIT)											
Inaccessible	1	0	0	0	0	0	0	1	0	0	5
Grand Total:	1	0	0	27	0	0	0	6	0	22	1

Total Tickets Closed:	28
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	28